

User Rights for the Installation of ICM/IPCC Enterprise and Hosted Editions Version 7.x

Document ID: 69086

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Introduction

This document explains why the installation of Cisco Intelligent Contact Management (ICM)/IP Contact Center (IPCC) Enterprise and Hosted Editions version 7.x fails when the user does not have enough privileges. This document also provides a solution to the problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM/IPCC Enterprise and Hosted Edition
- Microsoft Active Directory

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM/IPCC Enterprise and Hosted Editions version 7.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

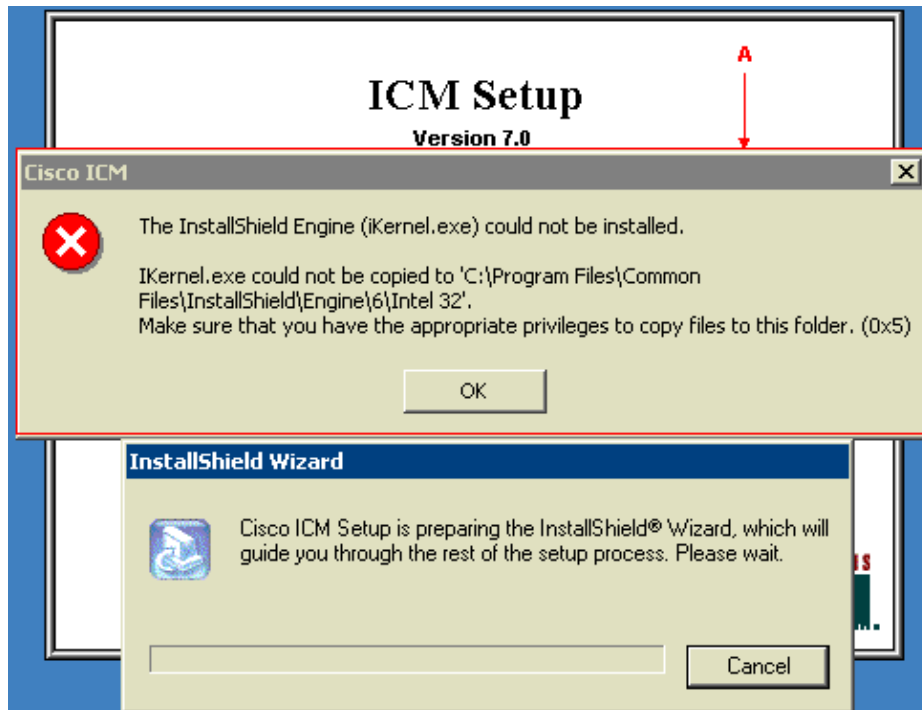
When you install Cisco ICM/IPCC Enterprise and Hosted Editions version 7.x, the setup fails with this error message:

Make sure that you have the appropriate privileges to copy files to this folder. (0x5)

Here is the sequence of steps to reproduce this problem:

1. Log into the system with the credentials of a user who belongs only to the domain user group in the Active Directory domain.
2. Insert the CD for the installation of Cisco ICM/IPCC Enterprise edition, version 7.0.
3. Run **setup.exe** on the CD.
4. The setup fails immediately, and an error message appears (see arrow A in Figure 1).

Figure 1 ICM Setup Failure



Cause

This error occurs when the user who logs into the system to perform the installation does not have appropriate privileges to copy files to the ICM/IPCC Enterprise server. The user only possesses privileges assigned to the domain user group. In order to install the ICM/IPCC Enterprise and Hosted Editions version 7.x successfully, the user must also have local administrative rights on the ICM/IPCC Enterprise server.

Solution

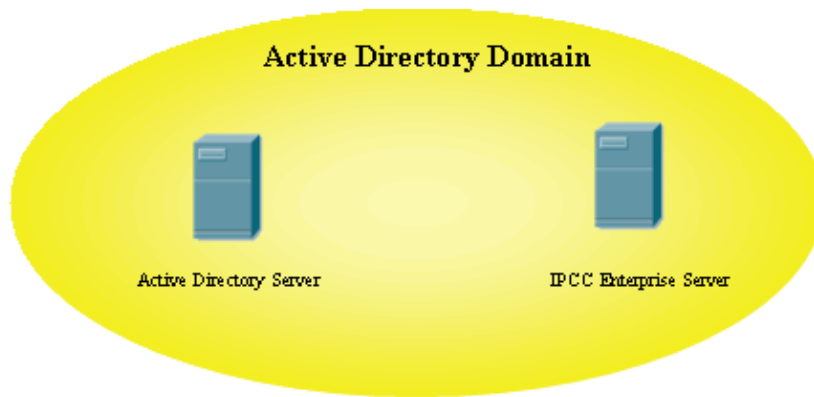
This section provides the procedure to ensure that the user who performs the installation is a member of both the domain user group and the administrative group.

For the success of the installation:

- The user must be a member of the domain user group on the Active Directory server.
- The user must have local administrative privileges on the ICM/IPCC Enterprise server.

Complete these steps to create a user with the appropriate installation privileges:

Figure 2 When the Active Directory and ICM/IPCC Enterprise Server Run on Different Systems



1. Log into the Active Directory server with the credentials of a user who possesses domain administrative rights.
2. Select **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
3. Create a user. By default, this user is a member of the domain user group.
4. Log into the ICM/IPCC Enterprise server with the credentials of a user who possesses local administrative rights.
5. Select **Start > Programs > Administrative Tools > Computer Management**.
6. Expand **System Tools and Local Users and Groups** in the left pane.
7. Click **Groups**.
8. Double-click **Administrators** in the right pane, and add the new user to the Administrators group.

The new user can now successfully run the setup for Cisco ICM/IPCC Enterprise and Hosted editions version 7.x.

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Related Information

- [Upgrade Guide for Cisco ICM/IPCC Enterprise & Hosted Editions](#)
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Updated: Feb 15, 2006

Document ID: 69086